Ambulance Billing Frequently Asked Questions

Who is Quick Med Claims (QMC)?
- QMC is Norfolk Fire Department's revenue cycle management partner located in Pennsylvania. QMC provides ambulance transport billing services for ground and air medical transport providers throughout the US.

Who can I call to discuss my ambulance bill?
- You can contact QMC Patient Services toll free at **866-435-1310.**
- Billing professionals are available between the hours of 7:30AM – 4:30PM CST Monday – Friday.
- A secure voice mailbox is available after hours. Calls will be returned the next business day.

Is an interpreter available to answer questions about my ambulance bill?
- QMC utilizes a translation service that provides on-demand access to professional interpreters.
- When a call is received that requires translation assistance, the QMC Patient Service Specialist will live-conference a translator into the call.
- The service we use provides 100% HIPAA compliant services in compliance with all government regulations and standards.

If my insurance paid, why did I still receive a bill?
- If you have a deductible or copay, you will receive a bill for this amount.
- If you believe you received a bill in error, please contact QMC Patient Services.
  - You can contact Patient Services toll free at **866-435-1310.**
  - Billing professionals are available between the hours of 7:30AM – 4:30PM CST Monday – Friday.
  - A secure voice mailbox is available after hours. Calls will be returned the next business day.

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How do I pay my ambulance bill?

Online

You have 24/7/365 access to the QMC Patient Access Portal through our website at: https://www.quickmedclaims.com/patient-access-portal/.

The Company Code for Norfolk Fire Division is: **NFDNE**.

Using our portal, you can:

- Pay by e-check, credit card, Health Savings Account (HSA), and virtual insurance card
- Set-up a recurring payment
- Update insurance information
- Submit an eSignature
- Update contact information

Example

Quick Med Claims

FIND YOUR BILL

Enter the information below to locate your billing record. You will find this information on your bill.

Run Number, Account Number, or Incident Number

24-123456789

Date of Service

01/01/2024

Company Code

XXXXX

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FIND BILLING RECORD

By Mail

1. Mail your payment to PO Box 18230 Pittsburgh, PA 15236.
2. Include your invoice and any supporting documentation.

By Phone

- You can contact Patient Services toll free at **866-435-1310**.
- Billing professionals are available between the hours of 7:30AM – 4:30PM CST Monday – Friday.
- A secure voice mailbox is available after hours. Calls will be returned the next business day.

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Can I update my insurance information online?

You can update your insurance information online at
https://www.quickmedclaims.com/patient-access-portal/

1. Click the button under *Update Your Insurance Information*.
2. Enter your run number, account number, or incident number in the space provided.
3. Enter the date you were transported in the *Date of Service* field.
4. Enter the *Company Code*. This information is located on the bottom of your invoice.
5. Click the "I'm not a robot" check box.
6. Click the **Search** button.

Example

Quick Med Claims

VERIFICATION STEP 1 OF 2

Enter the information below to begin verifying access. You can find this information in your request letter.

Run Number, Account Number, or Incident Number

24-123456789

Date of Service

01/01/2024 📅

Company Code

XXXXX

✓ I'm not a robot   reCAPTCHA
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SEARCH